

SGA / 709 Mechanic Reexamination

Troubleshooting Guide

Problem:

- When I reboot my computer, I get an error message that says “Non System Disk”.

Solution:

- Unfortunately the floppy disk that you have been provided is bad. You may obtain a new floppy disk or you may change the boot order of your computer to allow your computer to boot from the CD before the hard drive. This is done in your BIOS settings.

Problem:

- When I boot the computer I get a prompt screen and the program seems to halt.

Solution:

- Usually the prompt screen is halted either immediately upon booting, or after you have answered the “Do you have a proxy?” question. If you can find a message stating a failure to initialize eth0 anywhere on your prompt screen, it means that your network card is not supported. On-board network cards do not work with the FAA Test Delivery System. A PCI network card is required. Install a PCI network card and try again. 3Comm PCI network cards have had very good success.

Problem:

- When taking my test, the words scroll off the screen, certain parts of the screen roll off the right side or off the bottom of my monitor.

Solution

- This is caused by an unsupported video card. On board video cards do not work with the FAA Test Delivery System. A PCI video card is required. Install a PCI video card and try again.

Problem:

- When I enter my username and password into the system, I get an error code of 002 – ‘error creating user session’.

Solution:

- The system has encountered an error with your login request. Your username, your password, or your IP does not match our records. Make sure you are entering your username and password correctly. If the error continues to occur, then you may contact AFS-630 using the e-mail address of 9-AMC-AFS630-709@faa.gov.